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Record Deletion

What is it?

The Record Deletion Process (RDP) is for the early deletion of certain offences and/or records from the National DNA Database (NDNAD), National Fingerprint Database (IDENT1) and/or the Police National Computer (PNC) depending on certain criteria.

Further details can be found in the [national guidance document](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1161909/Deletion_of_Records_from_National_Police_Systems_Guidance_v2.1.pdf) (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1161909/Deletion_of_Records_from_National_Police_Systems_Guidance_v2.1.pdf) (document will download). Please make sure you read the guidance to ensure that you are eligible to apply.

With the exception of the custody photograph, the application does not cover requests for the deletion of any other records held on local police systems. Deletion requests for records held on local police systems must be made directly to the relevant force.

The RDP is a review process and submitting an application does not mean that the offence(s) and/or record(s) in question will be deleted. The decision on whether to retain or dispose of an offence added to the PNC is the responsibility of the owning police force.

ACRO acts as a conduit for police forces to log this process, and therefore do not make decisions on record deletion.

What you need

To apply for a record deletion, you will need to complete an application form. To complete this form, it is advisable to ensure that you have the following information and documents to hand. Further advice on completing the form can also be found in the Guidance Notes within the application form

- **Check your offence(s) are eligible for review under this process** - See the [eligibility list](#) under the 'Frequently Asked Questions' section of this page.
- **Offence details** - Details of the offence you wish to have considered (date and title of offence). If you are unsure of this information, then you may wish to make a [Subject Access Request \(/s/acro-services/subject-access\)](#) prior to making an application under the RDP.
- **Check you can answer all mandatory fields on the form marked with a red asterisk.**
- **A copy of a proof of ID and proof of current address**
 - Proofs of ID must be in date. Examples of valid proofs of ID are a driving licence, passport, ID card and birth certificate.
 - Proofs of your current address must have been issued within the last six months. Examples of a valid proof of address are a recent utility bill or bank statement.. A driving licence will only suffice as a valid proof of address if it was issued within the last six months.
- **Document requirements** - If submitting your application via email, each file you send must be no more than 2MB in size and must be in JPG, PNG or PDF format. Please note that if we cannot read your documents due to low image quality then your application may be delayed.
- **A contact address (email and/or postal)** - We will use this to contact you if we need further information, or to provide an update or outcome on your application.
- **Signed letter of authority (for third party applications only)** - We can only supply personal data to the individual to whom it relates. If you are making an application on behalf of someone else (known as a 'third party application'), you will need to provide some additional information.
 - Solicitors will need to provide a signed letter of authorisation from the person whose data is being requested.
 - Parents/Guardians will need to provide a proof of identity and address in respect of themselves and the child/dependant they are applying on behalf of.
 - Other third parties will need to provide a signed letter of authorisation from the person whose data is being requested and a proof of identity and current address in respect of

themselves and the individual they are applying on behalf of.

- This letter of authority needs to be dated within the last six months.

Am I eligible?

Please use the following information to establish if the offence(s) you wish to be considered for deletion are eligible.

You are eligible if:

- You have been issued a Penalty Notice for Disorder (PND)
- You have been issued a Final Warning as a juvenile
- You have been arrested but not charged and/or convicted of a minor offence (as an adult or juvenile)
- You have been issued a Caution or Conditional Caution (as an adult)
- You have been issued a Youth Caution (as a juvenile)
- You have been issued a Reprimand (as a juvenile)
- You have been arrested and charged with a qualifying offence [serious offence list](https://www.legislation.gov.uk/ukpga/1984/60/section/65A) (<https://www.legislation.gov.uk/ukpga/1984/60/section/65A>) (opens in new window) but you were not subsequently convicted (as an adult or juvenile)
- You have been arrested but not charged for a minor offence and given a Discontinuance (as an adult or juvenile)

You are not eligible if:

- You have been issued a Court Conviction (as an adult or juvenile)
- You have been issued a Conditional Discharge or an Absolute Discharge in Court
- Your arrest event is owned by Police Service Northern Ireland or Police Scotland
- Your arrest event is still under investigation
- You were charged with, but not convicted of a qualifying offence, and the biometrics have been approved for three-year retention by the Biometrics Commissioner (as an adult or a juvenile)
- You were charged with, but not convicted of a qualifying offence, and biometrics have been approved for a two-year extension by a District Judge (as an adult or juvenile)

How much does it cost?

There is no charge for the Record Deletion Process as this is a Subject Right under the Data Protection Act 2018, and ACRO act as a conduit for police forces to log this process.

How do I apply?

To apply for record deletion please download the Microsoft Word form via the button below. This must be completed electronically. If you are an Apple device user without Microsoft Word please read the [additional guidance](#) before downloading the form.

Download Form

Once you've completed the form, please email this along with any supporting documentation (following the guidance below) to deletions@acro.police.uk (<mailto:deletions@acro.police.uk>). When doing this please ensure you do the following:

- Application forms must be completed and saved in Microsoft Word format.
- Attach all supporting documents to the email as separate attachments.
- Attachments you provide must be no more than 2MB in size and must be in JPG, PDF or Word format.
- An Additional Event Form will also need to be completed if you are requesting the review of more than one event. This can be found at the end of the application form document.
- ACRO will only accept version 3.0 or higher of the Record Deletion application form.

Failure to follow the above instructions can lead to delays in processing your application.

Frequently Asked Questions

What happens once I submit my request?

The ACRO Public Access team will review the request received and conduct quality checks to ensure all necessary information has been provided and the application meets the eligibility criteria of the process.

If the application is eligible, it will then be sent via secure email to the relevant point of contact within the police force who are the controllers of your records.

You will receive an acknowledgement from the Public Access team once your application has been sent to the relevant force.

The force will conduct their review in accordance with their own internal processes and they will provide a decision, via email, to the Public Access team.

The Public Access team will then notify you of the outcome.

If for any reason your application does not meet the criteria for processing, you will be contacted

and notified as such.

How long will it take?

A response should be provided within 28 days. However, this may be exceeded by forces depending on the complexity of the case.

Any applications outstanding after 28 days will be followed up by the Public Access team for a response from the force.

What are the delivery options?

Email or post. All posted documents are sent via first class post to UK addresses, or via airmail to overseas addresses.

Can I apply by post?

You can send your application and accompanying documents via post to;

Information Management, ACRO, PO Box 481, Fareham, Hampshire, PO14 9FS.

My application has been returned to me, what does this mean?

There is mandatory information missing and/or further information is required to confirm your identity. ACRO will outline what information you need to provide in the correspondence, you will then need to re-submit your application.

Incomplete applications will be automatically closed but will be re-opened at the point that the mandatory information has been provided.

I don't know details of the offences and/or what is held about me on Police National Computer (PNC). What do I do?

If you are unsure what information may be held on your record or if there is a record held in respect of you on the PNC then you can submit a [Subject Access Request \(s/acro-services/subject-access\)](https://www.acro.police.uk/s/acro-services/subject-access).

The information on my PNC record is incorrect. Can I apply to have it amended under this process?

No. This is not the correct process to address the issue of inaccurate information held about you on your PNC record. Any issues of this nature are regarded as a data dispute and you need to raise the issue directly with the force concerned. Advice on your Right to Rectification can be found on the Privacy Notice page of the owning force's website.

I have several arrest events, can I apply for the removal of all of them on one application?

Yes, please use the additional offence page (found in the application form) for any further offences you wish to apply to have removed and send this with your application form. If you have various eligible offences owned by different police forces, then you **MUST** submit one application per force.

When can I expect to receive a response?

The NPCC national guidance stipulates a turnaround time of 28 days. While ACRO aims to work to this timeframe, ACRO only provide the administrative function for this process. Each force has to review all the information that they hold locally in respect of a person and investigation to assist with the decision-making process. As a result, the time taken by a force to decide whether to delete or retain offences and/or records may, in some instances, take longer than 28 days.

If you have not provided the mandatory information or if further information is required to establish your identity, then this will delay your application.

I haven't received a response, what do I do?

Once your application has been submitted to the requesting force for review, ACRO will actively chase for a response from the requesting force once a month. ACRO will contact you as soon as the response has been received.

We will be actively seeking updates on outstanding applications from forces on a routine basis.

How will I receive my response?

You will be notified of the outcome by way of a letter via email (where an email address has been provided). If you have elected to receive the outcome via post it will be sent to the address provided on the application form.

What will my decision include?

You will receive a decision letter, which will contain details of the outcome of your application. This will include whether the application has been approved or refused, the status of any biometric information held and (if selected) the status of the custody image (if held) for the event(s) requested for deletion.

If your application is refused, the decision letter will contain the rationale from the relevant police force in respect of why your application has been refused.

What type of response could I expect to see?

Responses from ACRO - Not eligible

- No person record held on PNC - You cannot be positively identified on the PNC, therefore there is nothing to be considered for deletion under the Record Deletion Process.
- No record of arrest event held on PNC, but person record held on PNC. - The arrest detailed in your application cannot be found on your PNC record therefore it cannot be considered under the Record Deletion Process.
- Court conviction sought for deletion - The offence detailed on your application is a court conviction therefore it cannot be considered under the Record Deletion Process.
- Conditional or absolute discharge sought for deletion - Not eligible to apply for deletion of PNC.
- Foreign conviction sought for deletion - Not eligible to apply for deletion and biometrics under the Record Deletion Process. Dealt with under the ACRO International Disputes process.
- Confirmed Impending Prosecution - The offence detailed on your application is still being investigated by the police.
- Police Scotland or Police Service of Northern Ireland owned record sought for deletion - Not eligible to apply under Record Deletion Process. Any deletion request for records owned by these forces should be submitted directly to them.
- Subject of s.63G application approved by Biometrics Commissioner - Not eligible to apply for deletion of biometrics and arrest event subject of a [s.63G application](https://www.gov.uk/government/publications/applications-to-the-biometrics-commissioner-under-pace) (<https://www.gov.uk/government/publications/applications-to-the-biometrics-commissioner-under-pace>) (opens in new window).
- Data dispute - Not eligible to apply under the Record Deletion Process and must raise Right to Rectification request directly with relevant police force.

Responses from a force (regarding national elements of records – namely PNC, fingerprints and DNA)

- Approved all elements - Your PNC record and biometrics are all approved for deletion and no national records remain.
- Approved – PNC record only deleted - Your PNC record was the only national record for consideration under the RDP as your biometrics had already fallen to automatic deletion in accordance with the Protection of Freedoms Act 2012 (PoFA).
- Approved – Previous event(s) - The event(s) subject of your application have been approved for deletion along with the attached biometrics (if applicable) but, your PNC record (and potentially biometrics if applicable) remain due to previous event(s) recorded on your PNC record.
- Refused - The event(s) subject of your application for deletion have not been approved by the force. Therefore, your PNC record and any biometrics, if held, will remain.
- Partial approval – Previous events - Some, but not all the events subject of your application have been approved for deletion along with the attached biometrics (if applicable) therefore your PNC record (and potentially biometrics if applicable) remain recorded on PNC in respect of those events not approved for deletion.

Please note: Your response will also state the position in respect of whether your custody image is retained or deleted if, you have requested this element to be reviewed for deletion.

The threshold for deleting a custody image differs to that of the national records – further information can be found on the [College of Policing website](https://www.college.police.uk/app/information-management/management-police-information/retention-review-and-disposal) (<https://www.college.police.uk/app/information-management/management-police-information/retention-review-and-disposal>) (opens in new window).

How do I complete the form on an Apple device?

Applicants will require Microsoft Word, or a Microsoft 365 account for the downloaded application form to be fully interactive, editable, and responsive. If you do not have Microsoft Word available to you on your Apple device then:

- Ensure that you have downloaded the Apple app called 'Pages' from the App Store, prior to downloading the application form.
- Open the form in 'Pages'. The form becomes editable; however, the dropdown options will not work, and will require the applicant to delete the text already present in the answer field, and to then type in the correct answer manually.
- Once the form has been completed, within the Pages app, the applicant will need to click on three dots '...' at top of page, select 'Export' then 'Word' and then 'Share' where they can select 'Mail' to send ACRO a Microsoft Word compatible version of the form via email.

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Partners

[Hampshire & Isle of Wight Constabulary \(https://www.hampshire.police.uk\)](https://www.hampshire.police.uk)

[National Police Chiefs' Council \(https://www.npcc.police.uk\)](https://www.npcc.police.uk)

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https://twitter.com/ACRO_Police



<https://www.linkedin.com/company/acro-criminal-records-office>

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